

Health facilitation service in County Durham and Darlington for adults – easy read information

Providing community health facilitation services to support adults with learning disabilities keep healthy in County Durham and Darlington



What is a health facilitator?



A health facilitator is someone who is there to help you stay healthy.

What do they do?

They can help you learn about things like healthy eating and how to get fit.



They can help you arrange appointments like the dentist or chiropodist.

Who can be your health facilitator?

A health facilitator can be anyone you choose.



It can be someone from your family, a friend, a key worker or someone from the health facilitation team.

What happens if I decide to have a health action plan?



First your health facilitator will sit down with you and complete your health action plan. It will be all about you.



Next it is a good idea to have a check-up at your doctors.

They will:

- See how tall you are
- See how much you weigh
- Take your blood pressure

You will also be able to ask the doctor any questions you have about your health.

If you need help with this your health facilitator could go with you.

You need to tell the doctor if you have changed the way you look after yourself at all since you saw them last. Next you can make your own health action plan.



A health action plan is a way of remembering what you are going to do to help you stay healthy.

Finally, your health action plan will be checked by a health professional. This could be your community nurse or a member of the health facilitation team.

What happens next?

Your health action plan is yours to keep.

You may find it useful to take your health action plan with you to your appointments.

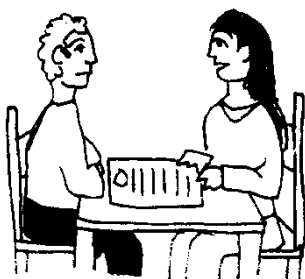


This would help the people to know more about you.

A step-by-step guide for you to follow!



Step 1
Identify your health facilitator.



Step 2
Complete your health action plan.



Step 3
Have a health check.



Step 4
Develop a health action plan.



Step 5
Check your plan with a health professional.

If you have any questions about your health action plan, please contact:

Health facilitation team
Council Offices
Green Lane
Spennymoor
DL16 6JQ

Email:
tewv.healthfacil-durham@nhs.net

Learning disability service
Hundens Lane
Darlington
Co Durham
DL1 1DT

Telephone:
01325 522050

How do I complain?



Speak to your nurse who will help you complain to the right person.



You can also write to the Care Quality Commission.



Your nurse will give you a leaflet explaining more.



If you are unhappy about our services...



Please tell a member of staff.



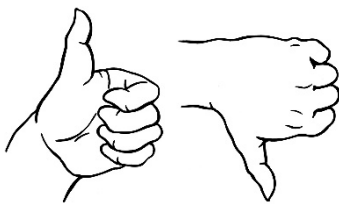
Freephone 0800 052 0219 or



Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was



- good or bad
- if anything was missing you wanted to know
- if there was anything you didn't understand.

Let a member of your care team know.

Find this information

Staff: Trustwide shared drive > Patient and Carer Information > Durham and Darlington > LD
Service users and carers: Go to our website tewv.nhs.uk and search health facilitation service in County Durham and Darlington for adults.